Robert Smith

Independent Financial Counselor

CONTACT DETAILS

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PERSONAL STATEMENT

Medical Front Desk receptionist performs a number of duties, including greeting and scheduling patients and visitors, bookkeeping, calling patients to remind them of appointments, handling billing, answering and routing calls, making transactions, and keeping paperwork organized.

WORK EXPERIENCE

Independent Financial Counselor

University Of Maryland Medical Center - November 2011 – 2019

Responsibilities:

- Investigate, document and audit patient accounts.
- Review patient case-loads for Workers Compensation verifying the injury and sending clinical information to adjuster to ensure claim gets paid.
- Respond to patient inquiries and complaints regarding insurance coverage, payment plans and other financial issues.
- Handle all self pay patient accounts, Medicaid, Medicare, Commercial, and HMO insurances to ensure accuracy for billing process.
- Assist with writing and incorporating Financial Counselor Policy explaining patient financial responsibilities to ensure accuracy and completion of information.
- Greet patients, visitors, hospital personnel and all others demonstrating excellent customer service skills.
- Resolve problems regarding billing concerns and the handling of patient accounts.

Financial Counselor

ABC Corporation - 2010 – 2011

Responsibilities:

- New Albany, MS File all medical claims to various insurances in a timely manner.
- Aug.
- 2011-April 2013 Answer all patient-billing questions.
- Enter data into hospital computer systems and ensure its integrity.
- Process charity applications.
- Visit patients in house to discuss financial arrangements.
- Work patient credit balances and update Bankruptcies..

Education

Masters of Art in Computer Forensics - (University of Baltimore - Baltimore, MD)

SKILLS

Proficient with Microsoft programs such as Outlook, Word and Excel, Meditech, Cisco multi phone system, Xerox copy and scanners.

LANGUAGES

English (Native)
French (Professional)
Spanish (Professional)

INTERESTS

Climbing
Snowboarding
Cooking
Reading

REFERENCES

Reference – 1 (Company Name)
Reference – 2 (Company Name)

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